



# Accessibility Policy

Adopted: March 2018  
Last Reviewed: Feb 2023

## Standards for Customer Service

The purpose of this policy is to fulfill the requirements set out in Ontario Regulation 420/07 of the Accessibility for Ontarians with Disabilities Act, 2005, to establish a policy for the Peterborough Cycling Club (PCC) for governing the provision of its services to persons with disabilities.

This policy shall apply to every person who deals with members of the public whether the person does so as an employee, agent, volunteer or otherwise. Failure to comply with this policy may result in disciplinary action.

## COMMITMENT

The PCC is committed to excellence in serving all people with disabilities. As such, our organization shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- The Club's services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The Club's offering of services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the Club's services.
- Persons with disabilities may use personal assistive devices and/or support persons in the access of services.
- When communicating with a person with a disability, employees, volunteers and contractors shall do so in a manner that takes into account the person's disability.

**All special requests will be handled by the PCC Board of Directors on a case by case basis and will be decided within 10 business days from the date of the request. i.e. alternative cycling methods: e-bikes, handbikes, etc**

## FEEDBACK PROCESS

Comments and suggestions regarding PCC's ability to meet the membership service standards outlined in this policy and within the Accessibility for Ontarians with Disabilities Act are welcomed and appreciated. Feedback regarding our services to people with disabilities can be made via the email address on our website or verbally to a ride leader or any board member. A response to a member's feedback can be expected within 10 business days from the date the feedback was provided.

## MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy of the Peterborough Cycling Club that does not respect and promote the dignity and independence of people with disabilities will be addressed, modified, or removed.

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The Peterborough Cycling Club's Accessibility Policy is intended to ensure safe and positive interactions through brevity and plain language.